



UNIVERSITY OF WALES
Trinity Saint David
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Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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A personal reflection on the role play: Recruitment and Selection - Applying Kolb's (1984) learning cycle

Here I provide a reflective account of the role play carried out in week 8. I performed the role of an applicant and I pretended to be applying for the job position as an estate agent. On the other side was my colleague from university who was pretending to be interviewing me as a manager of a big real estate company. I chose this position because I have always wanted to work in the property business environment. I have an interest in property buying and selling. It also involves renting out buildings and lands for clients. In the future, I want to become a real estate agent as it has significant advantages. The housing property has been in demand after Covid-19 and the prices have been rising high. The salary or pay in this field has been continuously rising higher. I could earn better in this field. As a business student, I have been interested in this field since the beginning. I have been reading about it in the newspapers and the articles.

To reflect on this experience, I apply Kolb's (1984) learning cycle. This reflective model can help me to reflect effectively, learn from past experiences, and improve my practice. Kolb's model can be used to reflect effectively as it is divided into four different stages/steps/phases of the reflection process (see image below).

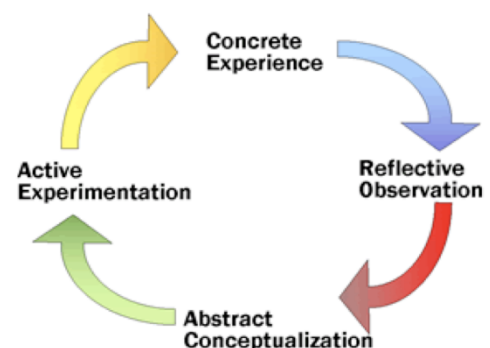
The stages are the following:

1 the experience: the experience of role-playing being an applicant for the job of an estate agent.

2 Reflective observation: this event has been a learning experience since I learned about estate agents as I had prepared for it.

3 Abstract conceptualisation: I learned about the job description, tasks, and roles of an estate agent.

4 Active experimentation: I have learned the importance of communication skills that could be used in my job.



This model can be applied in my reflection on role play.

My role: as a job applicant for a real estate agent. My interview went well and I did not make any mistakes since I was prepared.

1 The experience: The event is the role play in which I was job applicant for an estate agent position.

2 Reflective observation: it was important for my learning since it contributed to my knowledge of estate agents. I learned that estate agents must have communication skills and analytical skills.

3 Abstract conceptualisation: the learning such as estate agents had to have the skills of negotiating and selling skills.

4 Active experimentation: I will apply the learning of my role play to my future such as knowledge and competencies learned.

Gibbs' reflective cycle

1 Description of the event

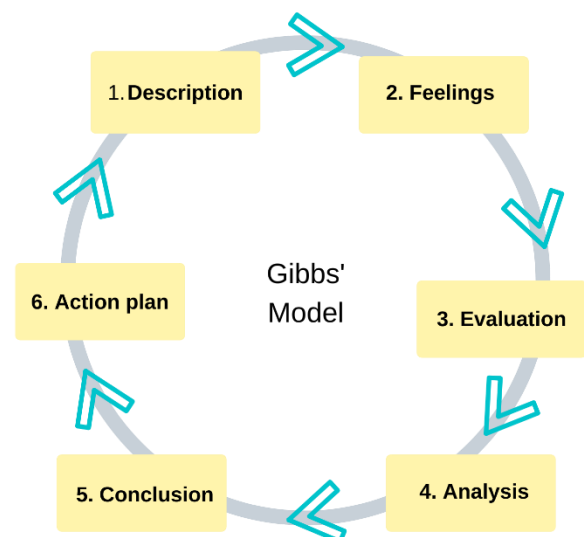
The event was a role play in which I was an applicant for real estate job.

2 Feelings

I felt great since I had dreamt of pursuing a job or career in an estate agency.

3 Evaluation

This could be because I have been fascinated by the job of an estate agent and it was as if I was giving a real-life interview for a job.



4 Analysis

It could be analysed that my role play as a job applicant taught me what to do and what not to. It allowed me to learn the skills and not repeat the mistakes.

5 Conclusion

It could be concluded that I received a better learning experience.

6 Action plan.

The action plan is that I would read journals and articles and listen to podcasts regarding the estate agent's personality and character.

Skills and knowledge which contribute toward working effectively

The skills and knowledge of estate agents which are contributed to working effectively are for instance negotiation and selling skills (Tholen, 2016). Ambition, drive, charisma, good communication skills, and the ability for maintaining positive relationships with clients and colleagues. It involves strong organisation skills since there has to be dealing with more than one property at a time. Willingness to take responsibility, travel, and spend time out of the office, having a full driving license. The interest and understanding of the local property market. It also involves the process of buying and selling property. I had gained these skills and knowledge along with the communication style and influencing personality so that I could convince the clients in buying the property.

My strengths and areas for further development

My strengths and areas for further development are my knowledge of the real estate agent. It includes my speaking style, listening, capabilities, and competencies in the chosen field. Decision-making, critical thinking, analytical thinking, leadership, team working, time management, budget management, research skills, and understanding skills have been my strengths. But the areas for further development have been my knowledge of estate agents which has involved new terms and terminologies which I had not learned before and would need practice. For instance, the job of the estate agent revolves around marketing, administration, and sales. Therefore I need to acquire knowledge in these areas as well apart from my business studies. It also involves valuing properties which means I need to understand and learn the meaning of valuing properties and their importance as an estate agent.

My employment goals and develop a personal action plan/development plan

My employment goals have been deciding the type of skills and knowledge for development and setting objectives for salary (Vandenberg, 2017). It also involves the identification of needs for stability and vision development for new experiences in estate agents. My skills and knowledge development would be liaising with clients to appropriately market the properties to maximise the selling value. I would have to handle the inquiries regarding the properties of potential buyers. I would have to produce reports, brochures, promotional information, and other written material necessary. I would travel to properties and conduct viewing. I would negotiate the sale and let of properties. I would have to administer and secure the disposal and acquisition of property to ensure the process has been completely legal. The personal action plan or development plan has been acquiring the training sessions or seminars to increase my experience and learning in the field.

My professional career pathway is:	
Estate agent	
What are my current strengths?	
My current strengths are as following: communication with people, writing, analytical honesty, leadership, patience, and listening skills. These also include my knowledge regarding the chosen profession of an estate agent.	
What are my achievements and areas of success since the beginning of the module/programme?	
My achievement since the beginning of the programmes have been that I had learned the importance of career development, and professional and personal development including the importance of career opportunities. I have also learned the importance of reflection while making professional and personal choices. I would reflect before making decisions. The areas of success are self-awareness and reflecting upon my own mistakes and weaknesses. I have also known the competencies required in the chosen field of an estate agent. Moreover, the usage of	

activities such as role-play and being interviewed had allowed the learning of skills that are beyond the bookish knowledge. These had enhanced the skills and learning while maximising the limits of imagination and thinking (Rahmi, 2018). At the start, I was not able to communicate confidently by now I am confident enough to face all struggles and hardships.

In what areas do I need to develop?

The areas where I need to develop are as following: dealing and meeting with clients confidently. Liaising with the clients and establishing positive relationships with clients (Sahlas, 2019) during my job. There have been other areas where I need development such as goal setting, collaboration, listening, conflict resolution, adaptability, organising of things, and acceptance of constructive feedback. Conflict resolution are essential since I would have to deal with different sorts of people and clients, some might be nice while some would be difficult to handle. Therefore I must have this area developed so that I could avoid arguments or fights with clients. Adaptability has also been important since I had to work on different sites and stakeholders, so I have to adapt to the different environments for making my work and job easier. For being an estate agent it is important to be open to constructive feedback from the clients or else the job would become risky.

Why is it important to improve in these areas?

It is important to improve these areas since the job of an estate agent is quite challenging (Arndt, 2017). I would have to improve in the areas mentioned above due to the provision of assistance to clients with the rental. I would have to manage everything from searching for properties that would meet the needs of clients, to prepare the contracts to schedule viewings and make property listings, to meet, discuss, and understand the seller's needs. I would have to schedule appointments that would be suitable to the schedule of the client, also to perform the local market research by providing a comparison of the properties. I would have to check the market activity for establishing the selling price. I would have to liaise between the sellers and buyers for negotiating the prices by using the abilities of marketing and knowledge, to take digital photos of properties to present to buyers and advertisements. I would have collected and revealed new information to the buyers. I would have to present the details about the property that have been seen during the research process. Furthermore, I would have to attend the closing dates and provide support for clients. This is why I had to improve the areas mentioned above.

- What further action do I need to take now?

Actions to be taken – things to do, people to see (give dates)	
I need to take training sessions from 4-7-22 to 5-7-22	
I need to attend the seminar for polishing and improvising my skills from 6-7-22 to 7-7-22	
I need to take advice from my seniors and watch them ,use the skills that could be used by an estate agent from 8-7-22 to 9-7-22	
I would have to carry out research work regarding my chosen profession by reading articles, journals, and books from 10-7-22 to 11-7-22	
I would have to listen to the podcast on how to influence people from 12-7-22 to 13-7-22	
I would have to attend the certified workshop for grooming myself from 14-7-22 to 16-7-22	
I had to meet my mentor regarding the discussion on my career choice on 17-7-22	

- **My short - medium – long term targets for the development of my professional career pathway** (using Specific, Measurable, Agreed, Realistic, Time-bound – SMART targets)

Short-term plan (3 -6 months)	
<u>Specific</u>	I would take trainees programmes or internships for gaining knowledge and skills as an estate agent. I would understand how estate agent works and deal with people.
<u>Measurable</u>	My goal has been measurable as I would be able to deal with two clients and after my internship, I would be able to five or more clients.
<u>Agreed</u>	I would achieve these goals by applying for trainee programmes and internships on job websites or on LinkedIn. Or I could take help from my seniors in this regard.
<u>Realistic</u>	My goal has been realistic or relevant since many companies have been posting trainee programmes or internships.

<u>Time-Bound</u>	I would take this programme or internship for 3 months which would be paid. After which I would look for a job.
Medium-term plan (1-2 years)	
<u>Specific</u>	I would seek training or guidance from the human resource, or learning and development department (Bjerke, 2017) in the organisation in which I would apply for a job.
<u>Measurable</u>	The goal is measurable since I would require one year to gain sufficient skills by dealing with five clients in a day. My expertise would then be used to teach juniors in this field.
<u>Agreed</u>	I would achieve this goal through mentoring and coaching in the organisation. Or by frequently asking questions from my senior or mentors to help me polish in becoming an estate agent.
<u>Realistic</u>	The goals have been relevant since there had been many organisations offering learning and development opportunities.
<u>Time-Bound</u>	I would take coaching and mentoring for 1 year to gain expertise.
Long-term plan (2-5 years)	
<u>Specific</u>	I would improve my skills associated with estate agents such as negotiation and acceptance of orders. I would become a professional in my career pathway that has been an estate agent.
	The goal is achievable since I would listen

<u>A</u>greed	to podcasts, exercise, or practice my skills as a state agency in an appropriate manner by dealing with different stakeholders (Swann, 2022).
<u>R</u>ealistic	The goal is realistic as I would assist and deal with clients in terms of their needs by practicing my communication, liaising, or negotiating skills.
<u>T</u>ime-Bound	The time taken for these goals is between 2-3 years.

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Appendix A: The questions asked as an interviewer in the role play (A1)

Interviewer:

- Tell me about yourself
- What made you choose real estate agent as a career?
- How many hours a week do you think you can do?
- How do you stay organized and ensure that you never miss an appointment?
- What makes you a good real estate agent?

Appendix B: Application Form completed as an applicant for the role play (A1).

Job application form

Application for 'Real estate agent'

Name: Daniel Genev

2030037@student.uwtsd.ac.uk

Education and training

Please give details:

I have studied in the professional college of tourism In my home town Haskovo, located in Bulgaria. I did 4 years of study in catering class developing my skills behing the bar or in the kitchen.

Qualifications

Please give details:

I have gained level 3 after all 4 years of study and I have the certificate to be professional Bartender, waiter or chef.
I have also gained a first aid certificate in February 2022.

Employment history

2010-2015 - A promoter for a seaside resort venue.

2015-2020 - Amazon warehouse operative

2020-2022 –Amazon shift manager

Your current or most recent employer

Name of employer: Amazon UK

Job title: Shift Manager

Length of time with employer: 7 years

Reason for leaving: Looking for more interesting and better paid job.

Duties: Making schedules for the whole staff, allowing extra hours or allowing recruitment of new people., etc.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

I have done a job as a promoter for a venue and I developed my communication and negotiable skills. I have also worked in warehouse where I learnt the process of receiving and despatching products.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

Enthusiastic and results-oriented young professional willing to achieve new skills and development in new business area.

With plenty of experience working in a team and with customers I am now looking to apply the skills I earned throughout the variety of jobs I did in the past and hopefully to become a successful real estate agent which is my dream job. I have been reading a lot ,I have been observing agents and the way they do the job so I would say I am very prepared and organised to start a job like this in which I do not have any experience. I know in time I will become much better as I am very fast learner and very positive person. That is why I think I am the perfect candidate for this position.

Right to work in the UK

Do you need a work permit to work in the UK? / No

References

Magdalena Kovacheva- Maggie@gmail.co.uk

Velko Vandev- Velko@gmail.co.uk

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Daniel Genev

Signature: Daniel

Date: 10/04/2022